

DEPARTMENT OF WORKFORCE
DEVELOPMENT
Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



State of Wisconsin
Governor Jim Doyle

DEPARTMENT OF HEALTH AND
FAMILY SERVICES
Secretary Helene Nelson
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.state.wi.us

TO: **Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility

BHCE/BWP OPERATIONS MEMO

No.: 03-61 Page Numbers
Corrected

Date: 09/26/2003

Non W-2 [X] W-2 [X] CC [X]

PRIORITY: HIGH

SUBJECT: **NEW HIRE AUTO UPDATE
AND UNEMPLOYMENT BENEFITS COMPENSATION (UCB)
ENHANCEMENTS**

EFFECTIVE DATE:

September 27, 2003

PURPOSE

This memo describes:

1. The new Auto Update of New Hire information, including the creation of AGEV, the new employment verification check list/extension request screen with automatic and manual mailing of an employment verification form with a cover letter to the customer.
2. The creation of a new Unemployment Compensation Benefit (UCB) screen (DXSU).

BACKGROUND

New Hire and UCB information is currently being sent as informational alerts and dispositions through the data exchange process. Workers must manually enter this information into CARES to have it properly impact all programs of assistance. There are occasions when inaccurate information is received through DXNH due to broad targeting criteria, however, workers are still required to follow-up on this information.

This process has become time consuming and error prone. Errors relating to incorrect earned income budgeting currently account for about 50% of the total FS error rate. With the newly implemented reduced reporting requirement for FS, it is imperative that workers act promptly and correctly on changes reported through data exchange matches. In keeping with our efforts

to reduce errors and reduce workload for agencies, we decided to implement the automatic update of new hire information in CARES.

We also considered an automatic update to weekly UC amounts. Due to the complexities and inconsistencies in weekly unemployment compensation (UC) amounts, it was decided that auto update of UCB was not feasible. However, a new screen DSXU was created, summarizing the UC payment information. The number of alerts related to UCB cross matches will also be greatly reduced.

CARES CHANGE

NEW HIRE AUTO UPDATE

The New Hire auto-update process will:

- Automatically update AFEI/AFWG through the data exchange process, including sending out an employment verification form and cover letter to the customer. Informational and/or worker action needed alerts will also be generated.
- Eliminate New Hire related dispositions.
- Create a new screen AGEV, Employment Verification Checklist screen, to identify who has outstanding employment verification due, for what employer and when it is due. Outstanding employment verification will no longer display on AGVC.
- Give workers the flexibility to trigger the employment verification request and employment form from AGEV.

New process:

The New Hire batch process will continue to run weekly on Fridays. The first auto update will occur October 3, 2003. The match will compare the individual's information in CARES to the New Hire information received from DUI. An auto update will occur only when **all** of the following conditions are met:

- a. 100% match on verified primary SSN
- b. 100 % match on DOB or if two of three data elements match: month, day, year.
- c. 100% match on last name or if hyphenated last name, either name must match the information from DUI. This process excludes special characters, prefixes and suffixes.
- d. Individuals must be in an open, pending or a case closed for less than a calendar month. The case must also be in ongoing status.
- e. The individual must have a valid participation status (other than (XA orXC) in an open AG. The following AGs will not be auto updated: MA extensions, HS pregnant women and FPW.

If an individual is found with new hire information, CARES will check AFEI. If employment exists on AFEI with no Federal Employer Identification Number (FEIN) or the FEIN does not match, the first five characters of the employer name will be compared to the new hire data. If these characters match, CARES will consider this the same employer and the FEIN will be entered or updated for this employer. A new AFEI screen will not be created. No other changes will be made to AFEI and no other action will be taken in CARES.

If there is no current sequence on AFEI for the identified individual, auto update will create one.
When auto update creates a new AFEI sequence, it will populate the following fields:

- ①Begin month with the hire month and year
- ②Employer name, address and FEIN
- ③Employment begin date
- ④Employment type & pay frequency fields with an "A" for Auto Update
- ⑤Employment Type Verification field with "Q?"

AFEI	EMPLOYMENT	08/26/03 14:25
CASE: 8000507684	WORKER: XCT268	XCTG04 P KIERN
LAST UPDATED: 08 21 03	CASE STATUS: OPEN	CASE MODE: ONGOING
NUM: 01 NAME: KITTY	BUGGETT	SSN: 295 55 9595
DC: _ ①BEGIN MMY: 0803	END MMY: ____	
SEQ NUM: 003	WI EMP NUM: ____	FEIN: 0412059284
②EMPLOYER NAME: A & E TIRE		
ADDRESS: 6801 N TEUTONIA AVENUE		
CITY: MILWAUKEE STATE: WI ZIP: 53209 ⑤		
③ JOB TITLE: ④EMPLOYMENT TYPE: A VR: Q?		
EMPLOYMENT BEGIN DATE: 08 07 03 VR: Q? EMPLOYMENT END DATE: ____ VR: ____		
EMPLOYMENT ENDED: N DATE OF LAST PAYCHECK: ____ VR: ____		
ON STRIKE ? (Y/N): N STRIKE BEGIN DATE: ____ VR: ____		
④PAY FREQUENCY: A AUTO UPDATE STRIKE END DATE: ____ VR: ____		
OVR MONTHLY HOURS: 0 TJB SUBSIDY: ____ INKIND INCOME: .00		
OVR MONTHLY MA AMOUNT: .00 OVR MONTHLY CONVERTED AMOUNT: .00		
-----INDIVIDUALS-----		
01 KITTY B (PP) 02 BOOME B (HUS) 03 COCOA B (SON)		
PF18-ACCC PF20-AFWG/AFDE PF23-AFAC PF24-REVERIFY ACCESS INFO		
NEXT TRAN: ____ PARMS: 8000507684 MORE...		

AFWG will also be updated with \$0 and Q? in the ⑥ "over ride MA Amount" and ⑦ "override converted amount" fields.

AFWG	DETAILED WAGE INCOME	08/26/03 14:26
CASE: 8000507684	WORKER: XCT268	XCTG04 P KIERN
LAST UPDATED: 08 21 03	CASE STATUS: OPEN	CASE MODE: ONGOING
NUM: 01 NAME: KITTY	BUGGETT	SSN: 295 55 9595
BEGIN MMY: 0803	END MMY: ____	EMPLOYER NAME: A & E TIRE
SEQ NUM: 3	EMPLOYMENT TYPE: AUTO UP	PAY FREQUENCY: A AUTO UPDATE
RATE/ HR	TYPE	AVG HRS/ PPD VR
____	____	____
____	____	____
____	____	____
____	____	____
MONTHLY IN-KIND AMT: ____ VR: ____		
MONTHLY MA AMT: MONTHLY CONVERTED AMT:		
⑥OVERRIDE MA AMT: 0.00 VR: Q? ⑦OVERRIDE CONVERTED AMT: 0.00 VR: Q?		
TOTAL HOURS: OVERRIDE HOURS: ____		
COMMENT: _____		

PRESS ENTER TO VIEW THE MONTHLY AMOUNT THEN PRESS ENTER TO RETURN TO AFEI		

Auto Update will also:

- Create a new CARES screen AGEV to track when employment verification is due
- Automatically send out an employment verification form and cover letter
- Send the worker an FYI alert that Auto Update has occurred and verification has been requested. "318 FYI –NEW DATA ON DXDN/AFEI".
- Send the worker verification due and overdue alerts.

NOTE ➤ The auto update process will **not** pend any AG's unless SFEX is run.

If all auto update conditions are **not** met auto update will not occur. This means that CARES cannot determine that this is the correct individual. When this happens, the New Hire information will be stored on DXDN and an alert generated for worker action: "273 NEW EMPLOYMENT DATA – SEE DXDN". **Worker action is required to determine if employment information is valid and if verification is required.**

NEW SCREEN AGEV

AGEV EMPL VERIFICATION CHECKLIST / EXTENSION REQUEST 08/26/03 14:23									
CASE: 8000507684				WORKER: XCT268		XCTG04 P KIERN			
				CASE STATUS: OPEN		CASE MODE: ONGOING			
SL	SSN	EMPLOYER	① EMP LTR	② ASSISTANCE GROUPS	③ VERIF DUE DATE	④ VERIF EXTENDED DUE DATE	⑤ GEN EMP LTR		
NUM	NAME	NAME	SENT?						
01	295-55-9595 KITTY BUGGETT	A&E Tire	Y	FS,MA	08 24 03	___	___	___	—
			Y	WW	08 25 03	___	___	___	
			Y	CC	08 28 03	___	___	___	
-----INDIVIDUALS-----									
01	KITTY B (PP)	02 BOOME B (HUS)	03 COCOA B (SON)						
PF13-AGVC									
NEXT TRAN: _____		PARMS: 8000507684_____				MORE...			

Created through auto update:

Whenever Q? or ? is entered on AFEI/AFWG through auto update, AGEV will be displayed after EEVC. If other verification is needed AGEV will be scheduled between EEVC and AGVC. If employment verification is the only outstanding verification needed, AGVC will not be displayed.

- ① This field is updated with a "Y" when the employment form and cover letter are sent out. This can occur by New Hire auto update or when the worker enters a valid value in the GEN EMP LTR field.
- ② Lists all assistance groups that require employment verification for this individual.
- ③ The verification due date for the associated assistance group.

Created through worker action:

AGEV will be displayed when a worker enters Q? or ? on AFEI/AFWG and SFEX/SFED is run.

- ④ Enter a valid date to extend the verification due date when necessary.

⑤An entry of "L" for letter, will generate the NH(New Hire) cover letter. An entry of "B" for both, will generate NH EMP VER FORM, employment verification form and the cover letter.

NOTE ➤Free format text can be added to the letter to instruct customers on what specific information is needed for employment verification. The employment form cannot be sent without the cover letter. At this time, the letter and form cannot be generated to print locally. **Copies of the cover letter and employment verification form are attached to this memo.**

To add free format text: tran to CNIN, select the letter, press PF13 (CNAT), type in the information for the customer, press PF3 to save text.

NOTE ➤The "A" in the Employment Type and Pay Frequency fields on AFEI will indicate in history that this was updated via auto update. When the customer submits verification, the worker must update these fields with the actual information.

The verification due and verification overdue alerts will still be generated and workers will have to enter QV if employment verification is not received, run SFED/SFEX and confirm the case.

NEW HIRE AUTO UPDATE WORK LOAD REDUCTION SUMMARY

Work load reduction initiatives were a major factor in the development of the New Hire Auto Update process. Work load reduction for eligibility workers results from the following process changes:

- New Hire dispositions will no longer be created. Alerts formerly created for these dispositions will no longer be generated.
- Workers will receive one new alert when the new hire data could not be automatically updated on AFEI/AFWG. When an auto update can't be made, the New Hire information will be displayed on DXDN for further follow up by the worker, who must take appropriate action on the case.
- Employer FEIN numbers will be entered automatically on AFEI when the employer name matches with New Hire data.
- New Hire matching criteria has been fine-tuned, resulting in accurate updates. New hire will not auto update on unverified or alias SSNs.
- AFEI/AFWG screens will be automatically completed in this process, saving worker entry time.
- Employer verification forms will be automatically mailed to the customer with a cover letter instructing the client to have their employer complete the form.
- All employment related verification requests will be grouped together and displayed on a new employer verification check list screen, AGEV. A PF13 key was added so workers can easily go back and forth between AGVC and AGEV.

UCB CROSS MATCH ENHANCEMENT OVERVIEW

The enhancement to the UCB cross match accomplishes the following:

1. Eliminates dispositions that require worker action. Informational only dispositions will be created. "IO" is a new action code indicating "Information Only." To access informational only dispositions "//I" must be added after the SSN in the parms.

DXRL		DATA EXCHANGE RESPONSE LIST		09/18/03 14:11	
				XCTG04 P KIERN	
SSN NUMBER: 392565438		PIN: 6529587152		CASE: 6112493462	
EXCHANGE TYPE:		MATCH MONTH BEGIN:			
STATUS: I		MATCH MONTH END:			
SSN	NAME	ST	EX TYPE	MATCH DT	ACT
1 555577438	JOHN L MARTIN		DLUC	09 17 03	IO

ENTER SELECTION NUMBER: ____

NEXT TRAN: ____ PARMS: 392565438//I_____

2. Creates a new screen with more detailed information. The new DXSU (data exchange summary) is a combination of information from screens DXQB and DXQU. DXSU will be scheduled in the intake, review and person add driver flows in place of these two screens. The data on this screen can be used to budget UCB income, or the data may indicate that further research is required before UCB income can be determined. DXSU can also be accessed directly using an SSN. A PF key from DXSU will access DXQU and DXQB if additional historical information is needed.
3. DXSU can display query responses for more than one individual without the worker using a PF key. When there is a "more" present at the bottom of the screen, the next individual will be displayed when the worker hits enter.
4. All payment details for a single claim week are summarized on one line.

DXSU		UNEMPLOYMENT COMPENSATION QUERY - SUMMARY		09/09/03 09:07	
				XCT297 P KIERN	
SSN: 112 11 1111		PIN: 222222222		CASE: 1234567890	
CLAIMANT NAME: IMA RECEIVINGUCB					
WKLY BEN RATE: 329⑥		MAX BEN AMT: 8529.00			
BEN PAID: 8529.00		BEN REMAINING: 0.00			

①	②	③	④	⑤
WEEK	PMT DATE	CHECK AMT	UC RECOUP AMT	CS ICPT AMT
03-26	07 01 2003	329.00	0.00	0.00
03-25	06 24 2003	329.00	0.00	0.00
03-24	06 17 2003	329.00	0.00	0.00
03-23	06 10 2003	329.00	0.00	0.00
03-22	06 03 2003	329.00	0.00	0.00
03-21	05 28 2003	329.00	0.00	0.00
03-20	05 20 2003	329.00	0.00	0.00
03-19	05 13 2003	329.00	0.00	0.00

PF13 WAGES PF14 UCB BASE PF15 UCB DETAIL PF17 RETURN

NEXT TRAN: ____ PARMS: 112111111_____

- ①WEEK indicates what week the UC information is for.
- ②PMT DATE is the date the check was generated to the recipient.
- ③CHECK AMT is the actual amount the recipient receives.
- ④UC RECOUP AMT is the amount that UC is recouping for an overpayment.
- ⑤CS ICPT AMT is the amount that is being intercepted for payment to the Child Support Agency.

⑥The total of the three amounts should equal the WKLY BEN RATE.

New alerts will be generated for ongoing cases with the information stored on DXDU.

The new alerts are:

- 350 UCB BEGINS – primary worker must check DXSU and update CARES with current UC income information.
- 351 FYI - UCB BEGINS – sent to alternate (W2) worker
- 352 UCB POTENTIALLY ENDING – primary must check DXDU for current UC eligibility and payment information. Be sure to check for possible UC extension.
- 353 FYI UCB POTENTIALLY ENDING – sent to alternate (W2) worker
- 354 UC INCREASE; INCOME > 130% FPL - Total of CARES income and UC on DXDU in the previous month exceeds 130% FPL. Update income information in CARES and request verification if necessary.

Dispositions requiring worker action will no longer be generated for UCB matches. Workers can tran to DXRL and view all the informational only dispositions related to that individual.

UCB ENHANCEMENT WORKLOAD REDUCTION SUMMARY

As with the New Hire Auto Update process, the UCB Enhancement project was developed with workload reduction efforts in mind.

- A new UCB Summary screen (DXSU) was developed to be much more user friendly and easier to read. Two screens, DXQU and DXQB were removed from the driver flows and DXSU will now display in the driver flows.
- UCB dispositions are now 'information only' dispositions and don't require worker action. The new action code is IO, Informational Only.
- A new alert for FS and MA groups will inform workers when UCB income, added to other income in the case, is more than 130% of the FPL for their AG size.
- In the past, DXQU displayed several rows of information for the same week of UC benefits. Now, DXSU combines all of those rows into one line for each UC benefit week.
- DXSU will display UCB records for all individuals in a case receiving UCB. Workers access multiple records by hitting the <enter> key. In companion cases, all UCB records for individuals in both cases will display in the same query.
- When a DXSU query is displayed and there are more than 2 weeks of \$0 payments, an informational message on this screen alerts workers to review FSET requirements for that individual.
- In companion cases, tranning to DXSU with an SSN in the parm will display the highest priority case information first in the case number field. A FS case has the highest priority.
- Workers will be alerted when an individuals' UCB starts and ends. This will allow workers to make the appropriate changes to AFUI in a timely manner.

ADDITIONAL TRAINING TOOL

A Power Point presentation is available to assist workers to better understand these changes.

This tool can be found on the DWS training web site:

<http://www.dwd.state.wi.us/destrain/trainsec/default.htm>

CONTACTS

BHCE CARES Information & Problem Resolution Center

Email: carpolcc@dhfs.state.wi.us
Telephone: (608) 261-6317 (Option #1)
Fax: (608) 267-2269

Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/JE

ROCK
ROCK CO WISCONSIN WORKS PROGRAM

State of Wisconsin

1900 CENTER AVE

JANESVILLE WI 53546

QUESTIONS: Ask your Worker.

Date: 07/11/03
Case Name: STELLA PRESTA
Case Number: 5555555555
Worker Name: JOE PELLEN
Worker No: XCTA83
Telephone: (608)-555-3452

STELLA PRESTA

208 HAMILTON AVE
JANESVILLE WI 53545

*** IMPORTANT - REQUEST FOR VERIFICATION ***

We have received information that STELLA PRESTA is working at **BRADY'S BAR & GRILL INC.** This may impact your household's eligibility.

You must provide your caseworker with proof of this job and wages by the dates below. Even if the person no longer works at this job or you think this information is wrong, you must contact your caseworker by the dates below or your benefits will stop.

Program of Eligibility -----	Verification Due Date -----
Food Stamps (FS)	07/22/2003
Wisconsin Works (W2)	07/22/2003
Child Care (CC)	07/24/2003
Medicaid (MA)	07/24/2003
Caretaker Supplement (CTS)	07/22/2003

The following are examples of items that can be used to verify:

- All pay stubs received in the last 30 days.
- Employer verification (if enclosed).
- Employer statement that indicates the start date, number of hours worked per week, rate of pay or salary.

Contact your caseworker if you have questions or any problems getting the verification we require. Thank you for your cooperation.

*EMPLOYEE, Return this form to your worker by: Thursday, August 28, 2003

XCT08